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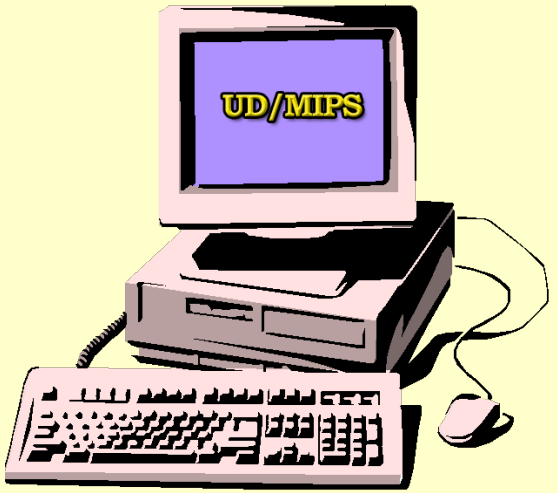
Manpower Information System Support Activity

Kansas City, Mo

Title: *Automated File Transfer and Reconciliation Process*

Purpose: To better understand, manage and troubleshoot the process.

Topic's Covered:



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Meet the MISSA Integrated Application Team

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Meet the Integrated Application Team

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Background

What is the Automated File Transfer and Reconciliation Process?

Secure file transfer protocol (SFTP) and MQ Series allows UD/MIPS to schedule the automatic transmission of courier files, the receipt/reconciliation of TRECON and Tables TRECON files, receipt and loading of Electronic Diary Feedback Report files and detailed logs to track information. The data transmissions are executed through the UD/MIPS Server, Collection Server(Kansas City, MO), and the Mainframe (ST Louis, MO) according to scheduled events that are set by the individual unit.

UD/MIPS Server

Collection Server
Kansas City, MO

Mainframe
St Louis, MO

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Background continued 1

What is the Collection Server's Role in the process?

This server is a centralized collection point for use by the UD/MIPS Server and Mainframe in securely transferring data. This server allows a more dynamic way of transferring data from the mainframe. In addition, it provides more security by limiting users who can access the mainframe every time they need to run a process. The Collection Server does this for them. It minimizes the use of the mainframe for sending and receiving data to and from UD/MIPS Servers. Both the UD/MIPS Server and Mainframe initiate the login process to the Collection Server. The UD/MIPS server uses port 443 (SSL) to initiate the session. To avoid "timing out" issues, Port 443 must be open.

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The Collection Server performs the following functions:

- Receives Courier Receipts, EDFR, MCRISS DataSet, Full, Touched,and Tables TRECON files from the Mainframe after each cycle which then are retrieved by the RUC Server based on the Scheduled Events times.

- Send courier files to the Mainframe for processing via MQ Series.

- Allows the RUC Server to establish a session so courier files can be sent SFTP to the collection server using Port 443.

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The UD/MIPS Server performs the following?

This server is accessed by local workstations and has a limited version of the UD/MIPS loaded on it. The only available modules are **Common Utilities** and **ELSIG**.

The UD/MIPS Server performs the following functions:

- Transmits Courier files to the Collection Server.
- Receives various files from the Collection Server.
- Reconciles received files.
- Receives and stores Tracer file information on sent/received files.

Note: UD/MIPS must be running for the process to work. If the server is shut down or UD/MIPS is not running nothing will be sent or received.

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Tables TRECON Process Note:

The Tables Trecon will automatically reconcile if there are no TTC changes or in the case of a TTC change there are no open UD's or Transaction Pool entries that would be affected by the change. If the Tables Trecon can not be reconciled a log entry in the Reconciliation log will display a message telling the user that Tables need to be reconciled manually.

UD/MIPS Server and Mainframe Note:

These are the workhorses in the process. The Mainframe process has not changed except the couriers are being sent through MQ Series via the collection server. The UD/MIPS Server (Active Role) initiates all of the sessions with the collection server (Passive Role).

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The Mainframes Role is as follows:

The mainframes role has not changed in this process. The main difference is the Collection Server is sending the files to the Mainframe via MQ Series. Units that use Stand Alone version of UD/MIPS will continue uploading diaries to the Mainframe via Host on Demand..

Note: Units using the Automated File Transfer and Reconciliation Process can still upload diaries via Host on Demand as a backup.

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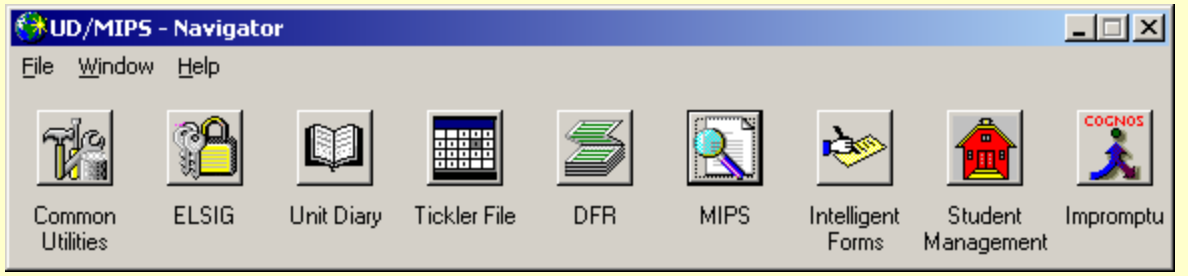
How the Courier Transmission Works:

The process of making/saving/archiving couriers has not changed with this process. The files that UD/MIPS creates during the courier process **are not** the files sent to the Collection Server. There are two files created during the SFTP process that are sent: **.dcf** (Courier File) and **.dmf** (Marker File). The .dcf (Courier File) file is the data being sent, while the .dmf (marker file) tells the Collection Server that the entire file was sent. The UD/MIPS Server is set up to automatically check for couriers every 15 minutes. When couriers are found the UD/MIP Server will establish a session and SFTP the files to the Collection Server.



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How the Courier Transmission Works Continued:

The Collection Server transmits the couriers to the Mainframe via MQ Series. Once the Mainframe receives couriers a receipt file (.rcp) is sent back to the UD/MIPS Server. This **.rcp** (Receipt File) tells the unit the date/time the courier was received by the Mainframe. The receipt file takes the place of the Job Number in the manual uploading process. Therefore if the Receipt File is received by the UD/MIPS Server the courier will process in the next cycle..

After the nightly cycle, diary statistical information is sent/loaded to the UD/MIPS Server. The date/time stamp (.rcp) and Diary Statistical information can be reviewed under the **Remote Courier Folder** in the **Unit Diary Management Window**.

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How the TRECON Transmissions Work:

The Mainframe creates Full/Touched TRECONS after each cycle and Tables TRECONS weekly at a minimum. The Mainframe sends the TRECONS to the Collection Server via MQSeries. The UD/MIPS Server will automatically download and reconcile the TRECONs received from the Collection Server at the scheduled time set by the user.

The UD/MIPS Server automatically runs a reconciliation at the scheduled time and sends the tracer information to **Common Utilities**, **Server Event Log** . TRECONS run one after the other until all are completed. To see when a TRECON has completed, check your TRECON file extension. It is complete when the file has changed from .MFT to .OLD.

Note: If you receive a DynaZip Error, none of the other TRECONs or Reconciliation's will run until the file that produced the error has been deleted

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STOP!

Before continuing it is highly recommended that units read the Collection Server Advisories that are on the MISSA Web Site.

https://missa.manpower.usmc.mil

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System Requirement

Software/Hardware requirements:

Server (Minimum Requirements)

Internet Browser: Internet Explorer 5.5 or 6.0
Security Certificate: Current version IAD Development Sec Cert.
CD-ROM: 24X.
Video: 256 color 800,600 minimum.
Processor: Dual PIII, 500Mhz is the minimum. Dual or Quad of the fastest you can get is recommended.
Mouse: Yes.
Operating System: Windows NT 4.0 Server w/SP 6a or Windows 2000 w/SP 2.

Note: Ensure the browser is 128 bit Encryption/NO OTHER SOFTWARE APPLICATIONS SHOULD BE RUNNING ON THE SERVER LIKE MS-SQL SERVER, IIS, BLACKBERRY, EXCHANGE.

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System Requirement Continued

Software/Hardware requirements:

Running UD/MIPS Server on a Workstation (Minimum Requirements)

Internet Browser: Internet Explorer 5.5 or 6.0
Security Certificate: Current version IAD Development Sec Cert.
Hard Drive: 5 GB
RAM: 128 MB
CD-ROM: 8X
Video: 256 color 800,600 minimum
Processor: Pentium II 400 Mhz
Mouse: Yes
Operating System: Windows NT 4.0 Workstation w/SP 6a or
Windows 2000 w/SP 2

Note: Ensure the browser is 128 bit Encryption/NO OTHER SOFTWARE APPLICATIONS SHOULD BE RUNNING ON THE SERVER LIKE MS-SQL SERVER, IIS, BLACKBERRY, EXCHANGE.

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Gaining Access

To request authorization to use the Automated File Transfer and Reconciliation Process log into **UD/MIPS**, **File, Preferences**.

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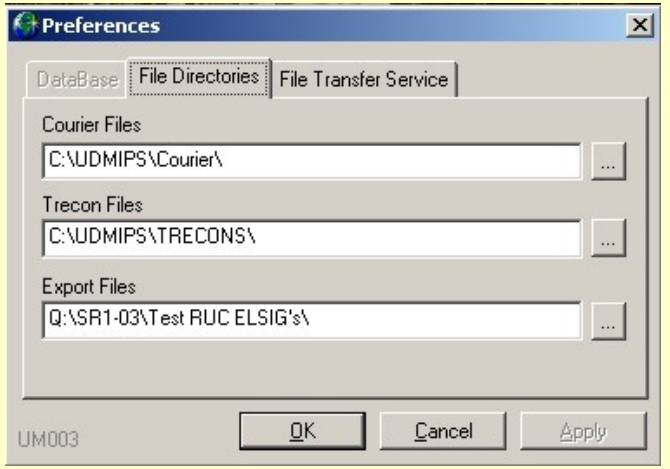
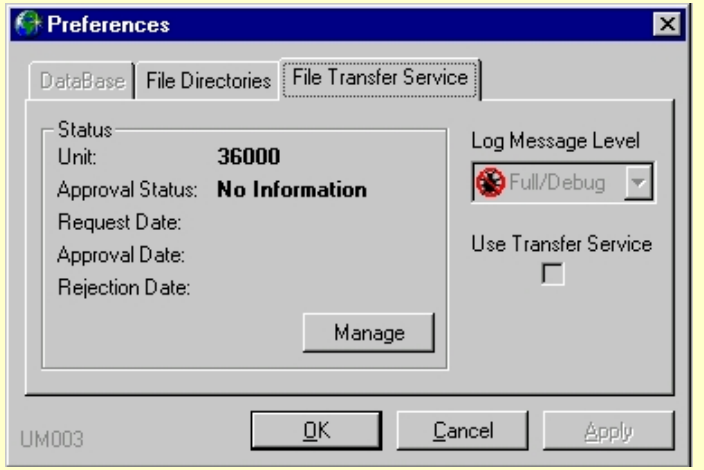
Gaining Access (Initial Request)- 1

Click **File, Preferences, File Transfer Service Tab**. Check **Use Transfer Service,** then click the **Manage Button.**



1. Preferences Window



2. Preferences Window's File Transfer Service Tab

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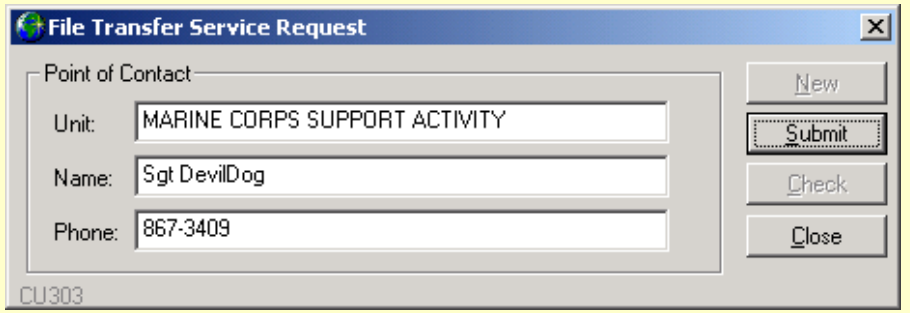
Gaining Access (Initial Request)- 2

On the **File Transfer Service Request Window** complete the **Point of Contact** information then click **Submit**.



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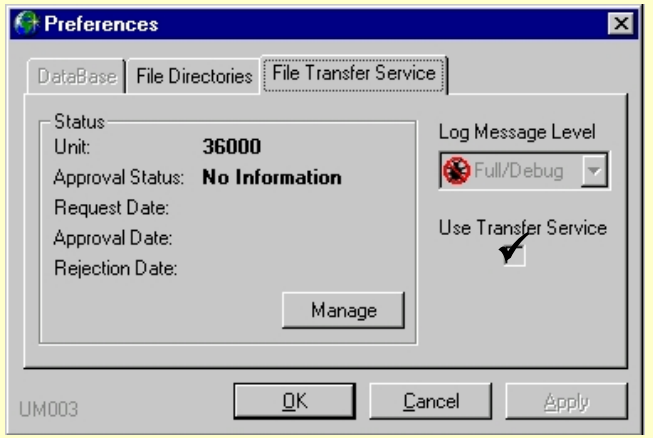
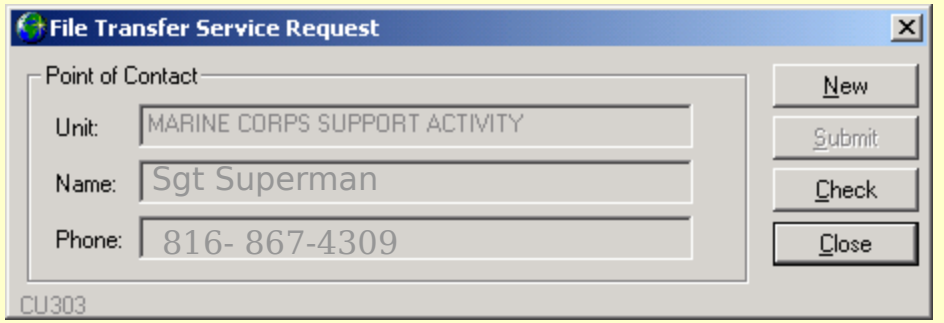
Gaining Access (Checking the Status) - 3

To check the status of the request to see if it has been approved:

1. From common utilities, **File**, **Preferences**, **File Transfer Service Tab** then **Manage**. 2. On the File Transfer Service Request Window click **Check**.



1. Preference Window



2. File Transfer Service Request Window

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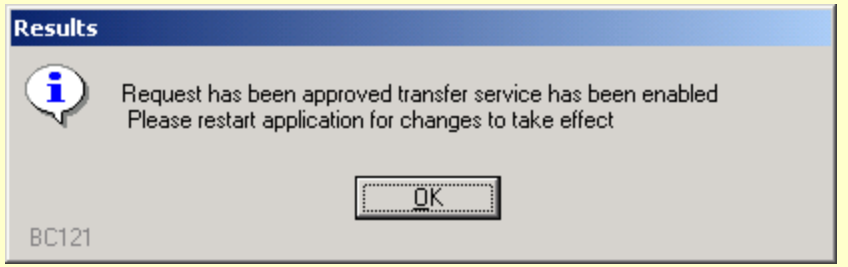
Gaining Access (Checking the Status) - 4

You will receive the following message once the request has been approved.

Note: **You must check the status from the Server to see if the request has been approved. It will not update unless you complete this step!**


Results
Request has been approved transfer service has been enabled
Please restart application for changes to take effect
OK
BC121

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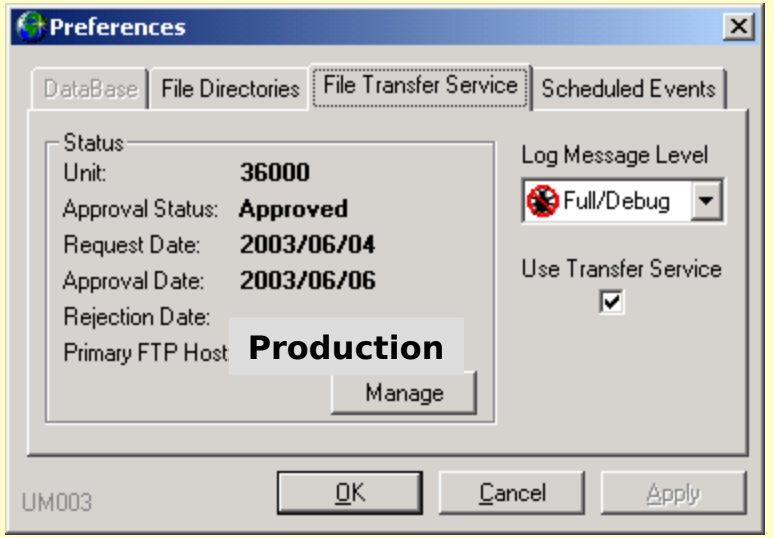
Gaining Access(Approval Complete) - 5

After you have been approved: **Log out** of UD/MIPS, **restart** the application. **Log** back into UD/MIPS and go to **File**, **Preferences**. You will notice there is a new tab called **Scheduled Events**. You will manage the process from this **Scheduled Events Tab**. The next section will go over how to manage the Scheduled Events.



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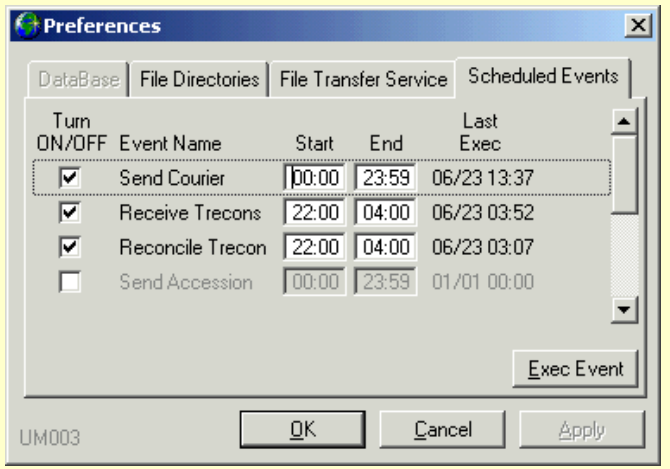
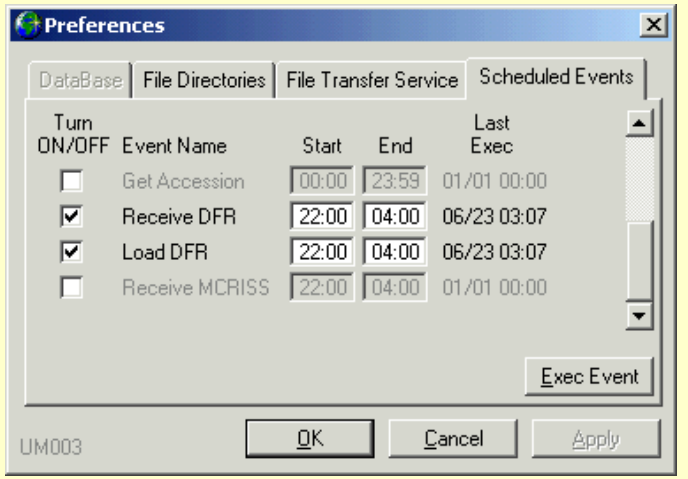
Scheduled Events

Managers can effectively manage the different processes involved through the **Scheduled Event Tab**. The different events can be turned on or off, manually executed, time of events changed along with finding out the last time events where executed. The **Scheduled Events** can also be managed from the server or remotely. To manage remotely the manager has to have certain ELSIG privileges assigned.





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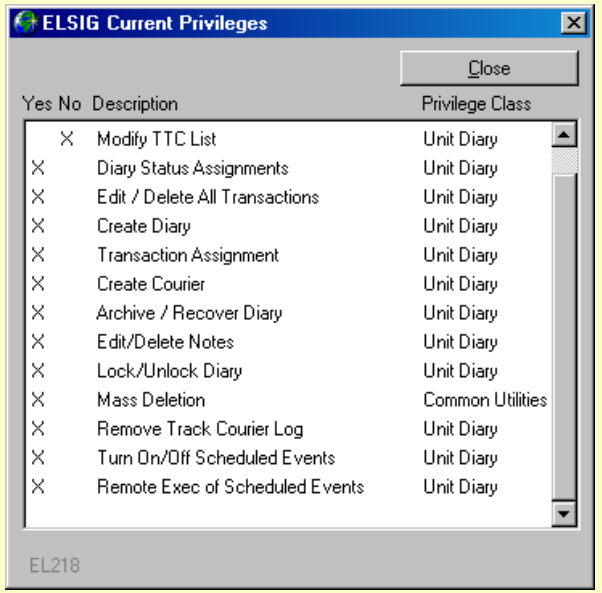
Scheduled Events - 1

In order for managers to remotely manage the Automated File Transfer and Reconciliation Process the ECO must assign the following ELSIG privileges to the User; **Turn On/Off Scheduled Events** and **Remote Exec of Scheduled Events**. If these privileges are not set then all managing must be done from the Server.


ELSIG Current Privileges
Close
Yes No Description Privilege Class
X Modify TTC List Unit Diary
X Diary Status Assignments Unit Diary
X Edit / Delete All Transactions Unit Diary
X Create Diary Unit Diary
X Transaction Assignment Unit Diary
X Create Courier Unit Diary
X Archive / Recover Diary Unit Diary
X Edit/Delete Notes Unit Diary
X Lock/Unlock Diary Unit Diary
X Mass Deletion Common Utilities
X Remove Track Courier Log Unit Diary
X Turn On/Off Scheduled Events Unit Diary
X Remote Exec of Scheduled Events Unit Diary
EL218

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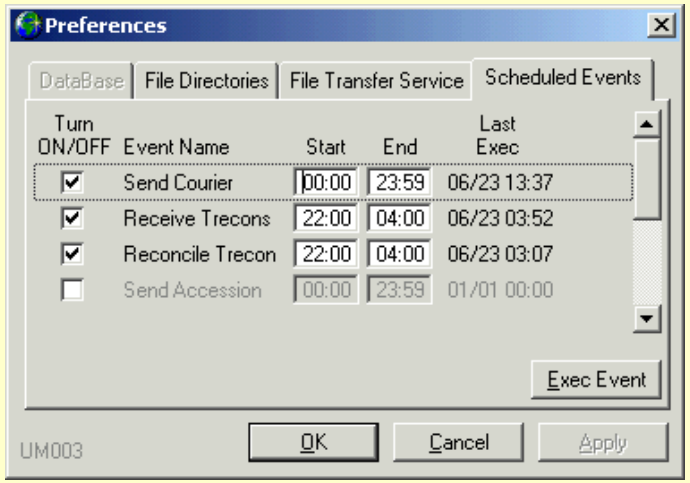
Scheduled Events - 2

To turn on and off events click the event **Turn On or Off** checkmark box.

Start/End Times: It is highly recommended that Units do not change the default start/end times. These times were set to ensure maximum performance and ensure certain events will not conflict.



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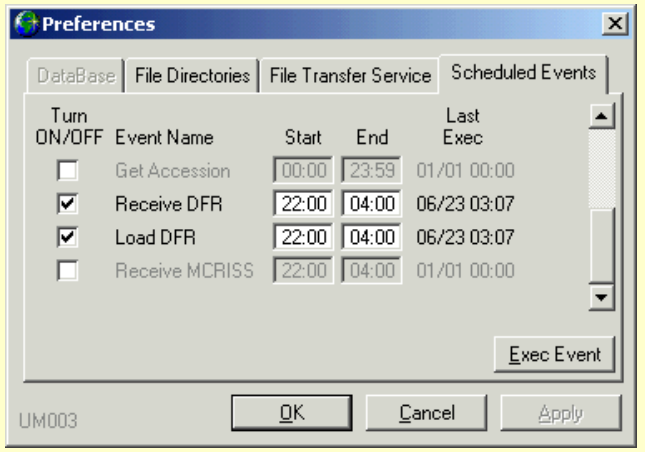
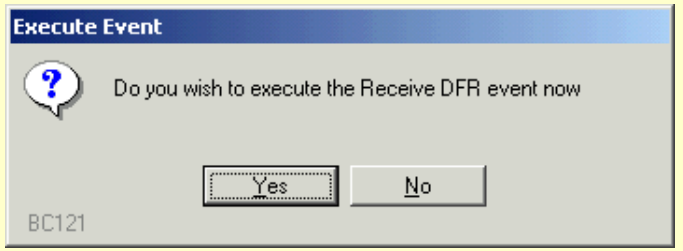
Scheduled Events - 3

1. To manually execute a event, click an event, then **Exec Event**.
2. Click **Yes** when the Execute Event Window appears.



1. Preferences Window

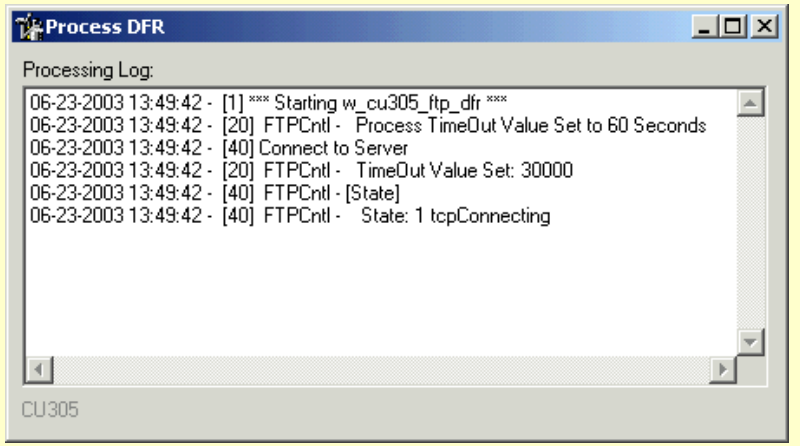


2. Execute Event Window

Scheduled Events - 4

When the event starts, the **Process Window** will appear.

Note: The event will start within 15 minutes when executed remotely (workstation) and immediately when requested from the UD/MIPS Server.


Process DFR
Processing Log:
06-23-2003 13:49:42 - [1] *** Starting w_cu305_ftp_dfr ***
06-23-2003 13:49:42 - [20] FTPCntl - Process TimeOut Value Set to 60 Seconds
06-23-2003 13:49:42 - [40] Connect to Server
06-23-2003 13:49:42 - [20] FTPCntl - TimeOut Value Set: 30000
06-23-2003 13:49:42 - [40] FTPCntl - [State]
06-23-2003 13:49:42 - [40] FTPCntl - State: 1 tcpConnecting
CU305

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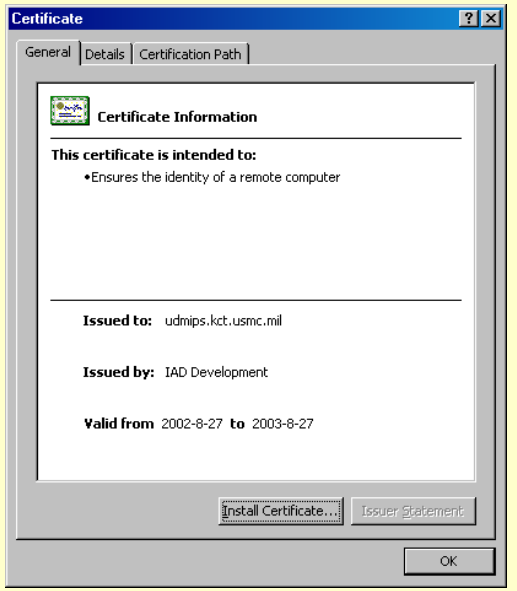
Security Certificates

Security certificates (also called digital passports, digital IDs, or public-key certificates) are special files that identify a computer and let it send and receive encrypted information. Certificates are issued by certificate authorities, companies that set up and sell these IDs. Each certificate is "signed" by the authority that created it and contains information about when it was created and who its owner is.



Valid Security Certificate

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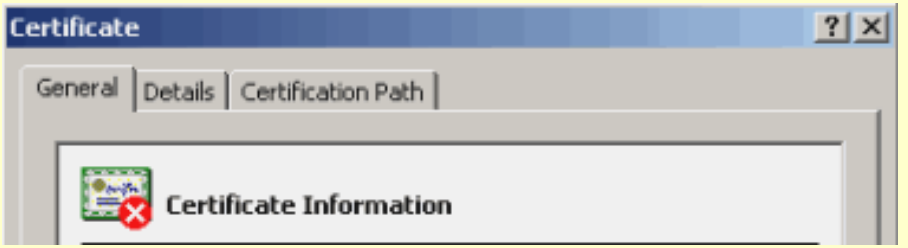
Security Certificates - 1

It has been identified that from time to time the security certificate can expire, become overwritten with a bad data, or deleted by a number of different sources (ISC, G6, NOC or MITNOC, User). When this occurs the RUC Server will not be able to connect with the Collection Server. Therefore NO connection would be made to submit diaries, receive TRECONS or receive EDFR. All Collection Server Managers need to check their Security Certificates on a regular basis. This should also be the first step in troubleshooting prior to contacting your MISSO/MISSA.



Bad Security Certificate

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Security Certificates -2

The easiest way to check your certificate – Open **Internet Explorer** then go to:

"**https://udmips.kct.usmc.mil**".

The **Security Alert** that comes up should look like the following:

Security Alert
Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate.
The security certificate was issued by a company you have not chosen to trust. View the certificate to determine whether you want to trust the certifying authority.
The security certificate date is valid.
The security certificate has a valid name matching the name of the page you are trying to view.
Do you want to proceed?
Yes
No
View Certificate

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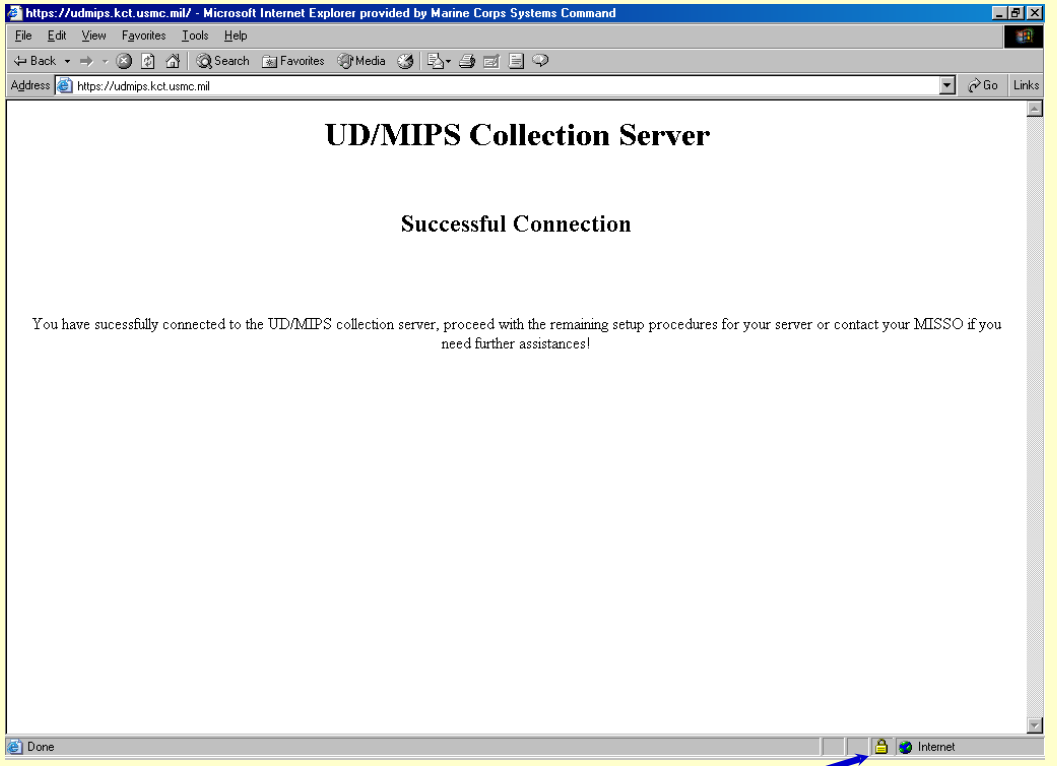
Security Certificates - 3

If the **Security Alert** has been shut off then click on the pad lock at the bottom of the browser.


https://udmips.kct.usmc.mil/ - Microsoft Internet Explorer provided by Marine Corps Systems Command
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://udmips.kct.usmc.mil
Go Links
UD/MIPS Collection Server
Successful Connection
You have sucessfully connected to the UD/MIPS collection server, proceed with the remaining setup procedures for your server or contact your MISSO if you need further assistances!
Done
Internet

Click on Pad Lock

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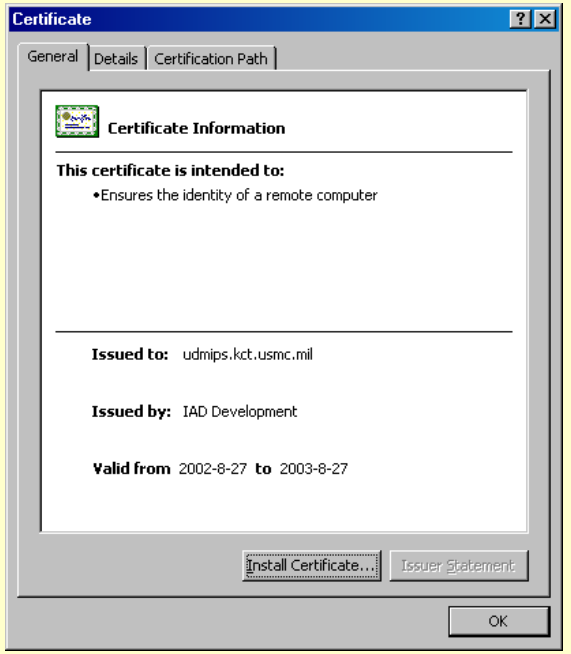
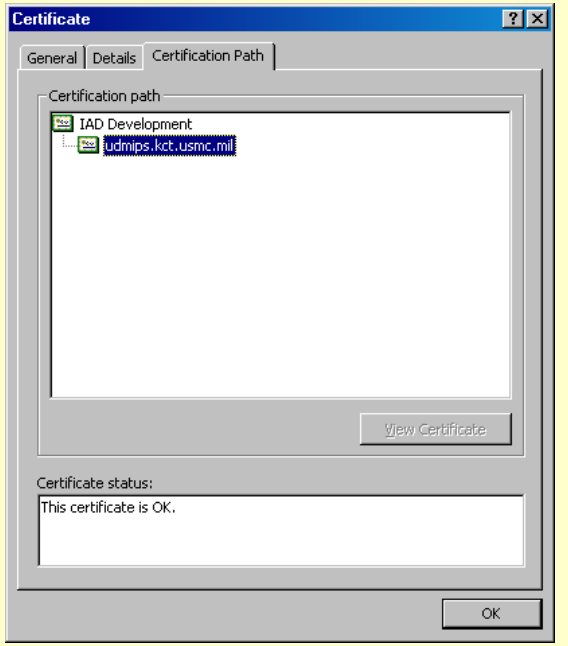
Security Certificates - 4

When the security certificate comes up it should look like the following. If the certificate is expired, not valid or has a red X anywhere then it must be reloaded.





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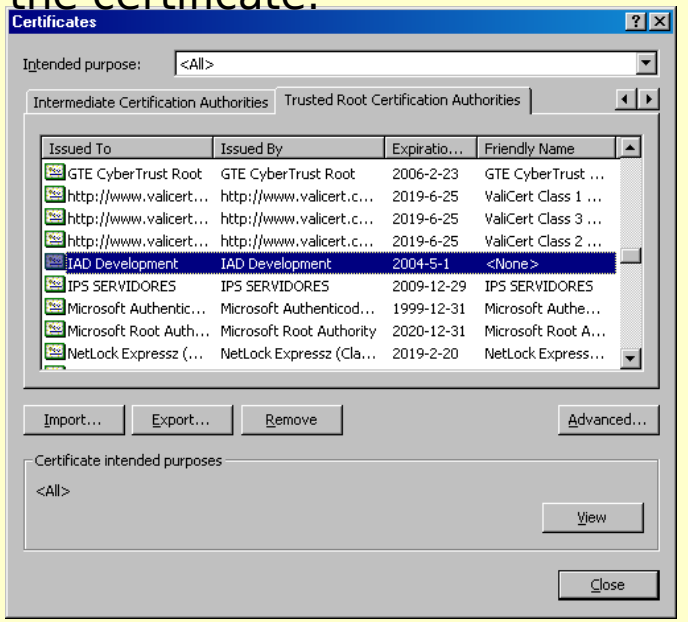
Security Certificates - 5

An alternate way of checking your certificate is to check it from the Internet Options. Bring up **Internet Options, Contents, Certificates.** Review the Trusted Root Certification Authorities for "IAD Development" and hit **View.** Ensure there are no Red X's and the certificate is still valid. If not, then reload the certificate.



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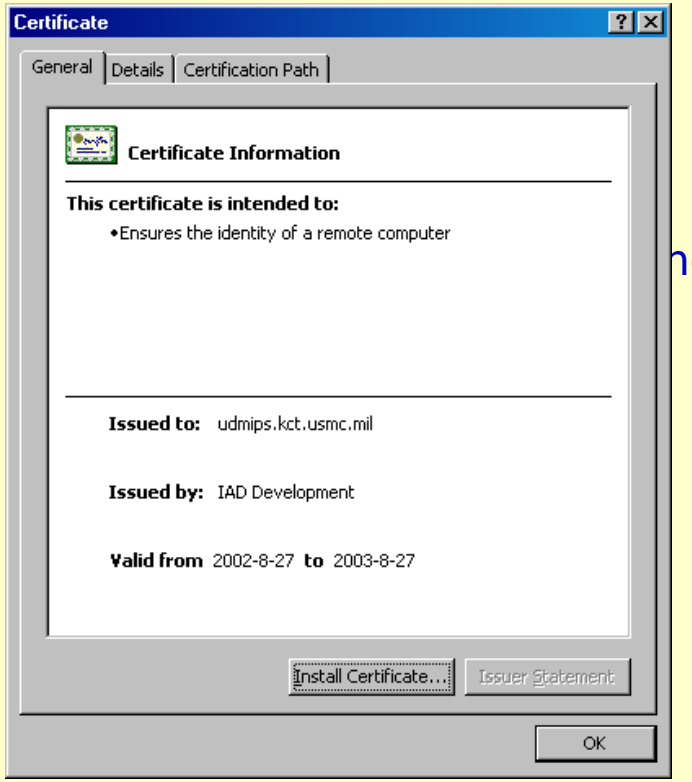
Security Certificates - 6

Procedures for reloading a Security Certificate

There are two locations to find a valid certificate to load:

(1) UD/MIPS Sever CD
(2) From the website at



nc.mil

Click **View Certificate, Install Certificate** from the Security Warning Window

or

Click the **Pad Lock** from the website then **Install Certificate.**

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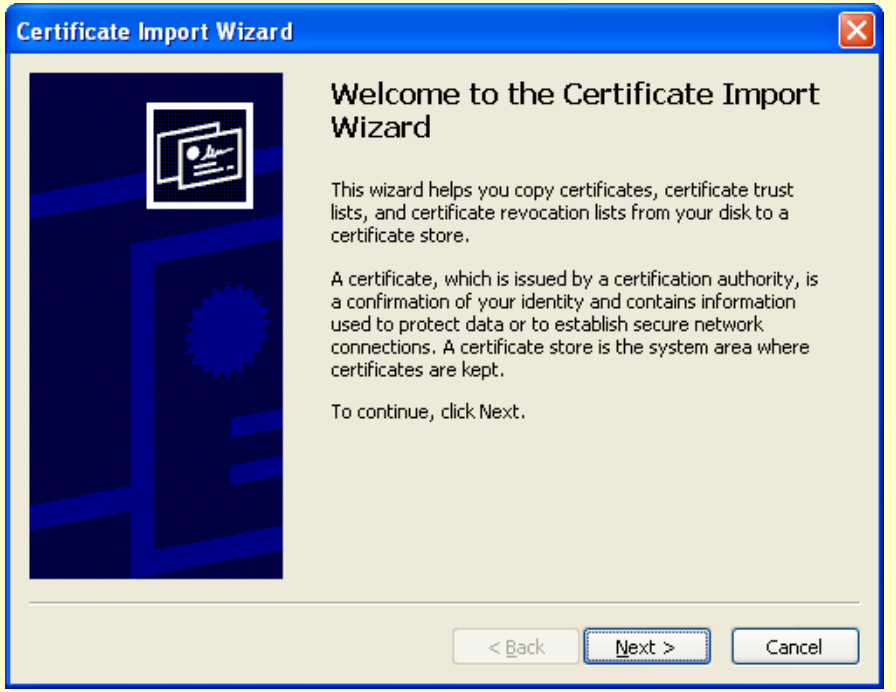
Security Certificates - 7

To install the certificate click **Next** on the **Certificate Import Wizard**.


Certificate Import Wizard
Welcome to the Certificate Import Wizard
This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.
A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.
To continue, click Next.
< Back
Next >
Cancel

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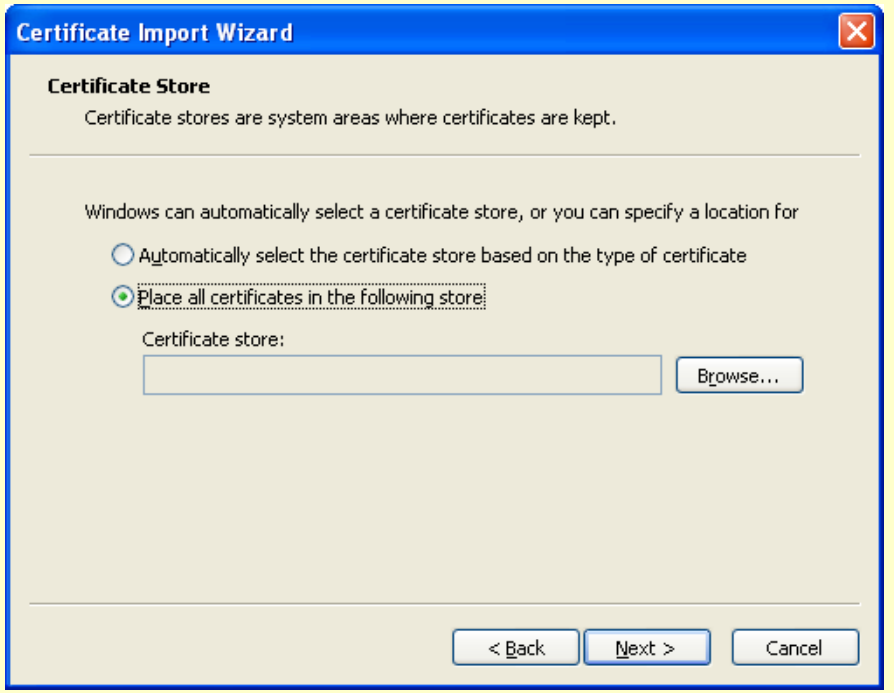
Security Certificates - 8

The certificate must be loaded to the Trusted Root Certification Authorities on the Local Computer. To do click **Place all Certificates in the Following Store, Browse**.


Certificate Import Wizard
Certificate Store
Certificate stores are system areas where certificates are kept.
Windows can automatically select a certificate store, or you can specify a location for
Automatically select the certificate store based on the type of certificate
Place all certificates in the following store
Certificate store:
Browse...
< Back
Next >
Cancel

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Security Certificates - 9

On the Select Certificate Store click the **Show Physical Stores** Check Box, highlight **Local Computer,** then **OK**.

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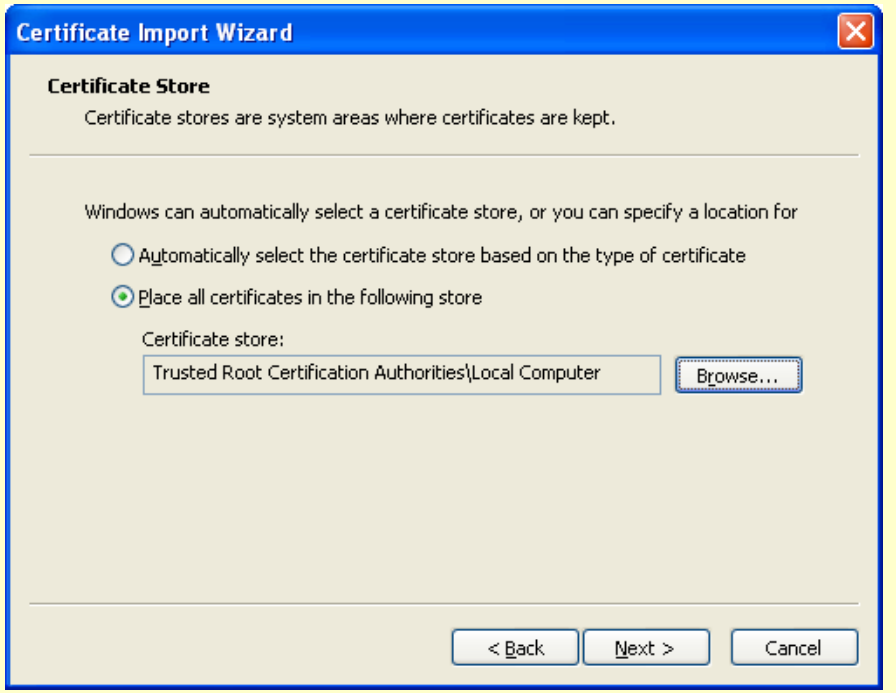
Security Certificates - 10

Ensure that the Certificate Store location is **Trusted Root Certification Authorities\Local Computer**, then click **Next**.


Certificate Import Wizard
Certificate Store
Certificate stores are system areas where certificates are kept.
Windows can automatically select a certificate store, or you can specify a location for
Automatically select the certificate store based on the type of certificate
Place all certificates in the following store
Certificate store:
Trusted Root Certification Authorities\Local Computer
Browse...
< Back
Next >
Cancel

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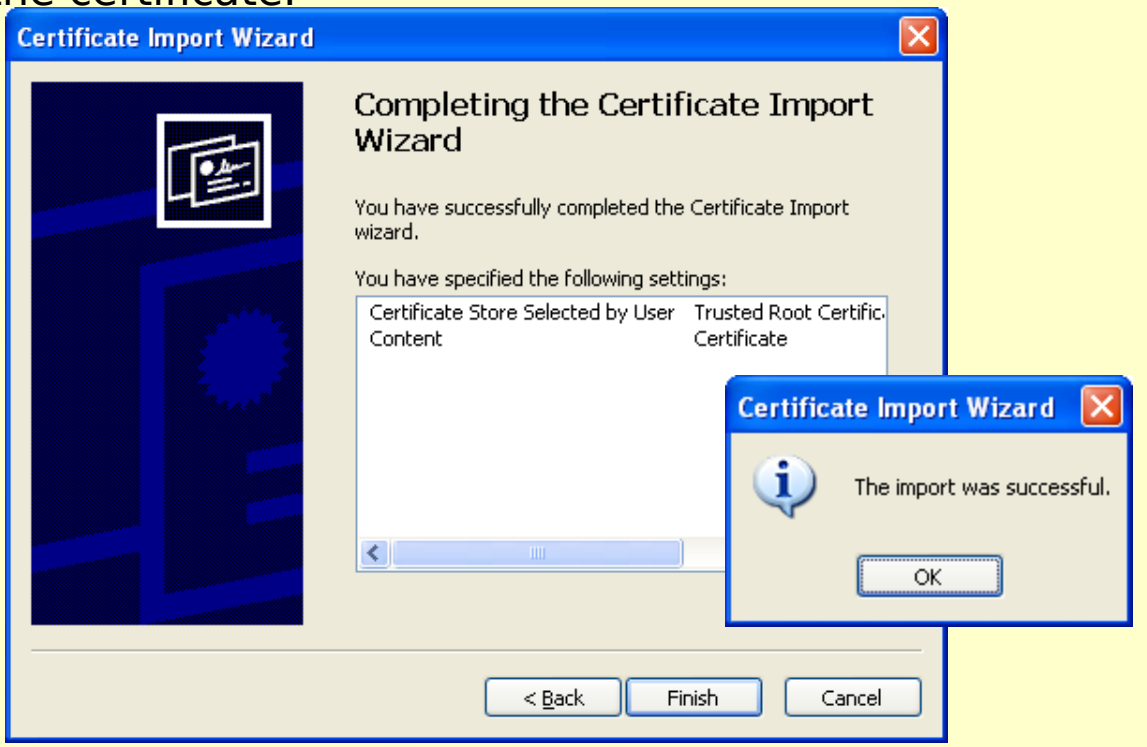
Security Certificates - 11

Click **Finish,** if the Certificate Import Wizard tells you that the import was successful click OK. Click Ok After the certificate is successful loaded restart the computer and check the certificate.



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Security Certificates -12

ATTENTION!

For other reasons why the UD/MIPS Server cannot connect to the Collection Server see the Troubleshooting Section.

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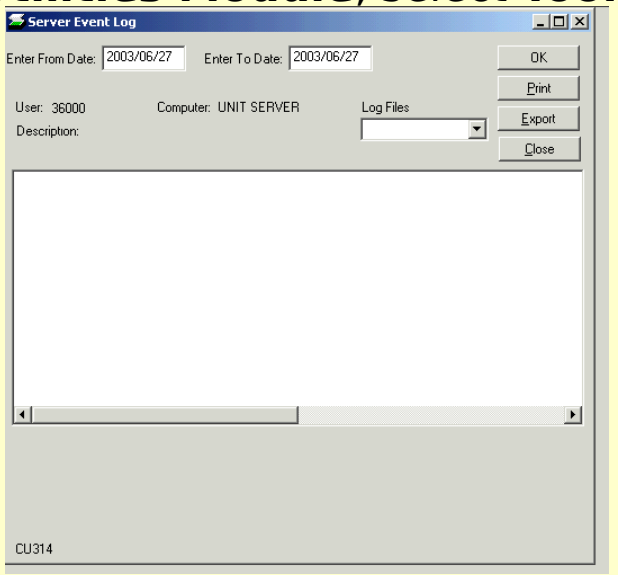
This window allows you to view an activity log for a selected type of file transfer using a specific date range. The activity logs can be viewed from the Collection server or the remote desktop.

It is imperative to review the activity to get there go to the **Common Utilities Module**, select **Tools**, **Server Event Log.**



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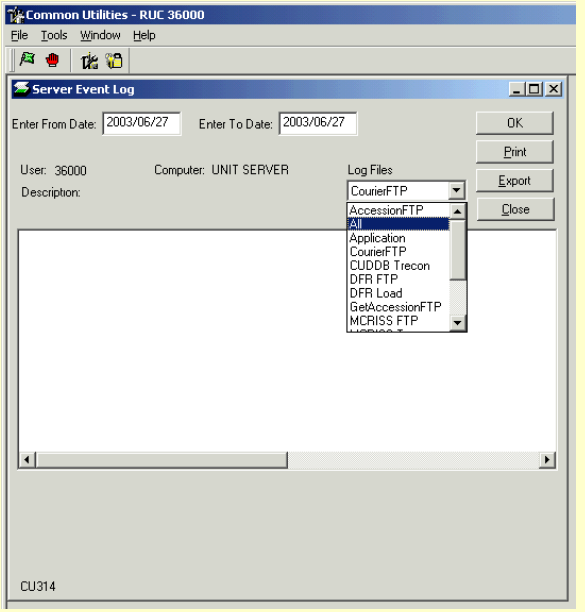
Log Files 101

This includes logs for the following types individually or all types combined: Accession FTP, Application, Courier FTP, CUDDB TRECON, DFR, DFR FTP, FTP, Get Accession FTP, MCRISS TRECON, Request Log, Tables TRECON, TRECON FTP. The primary use of this window is for problem resolution along with tracking pertinent information needed to manage the Automated File Transfer and Reconciliation Process..



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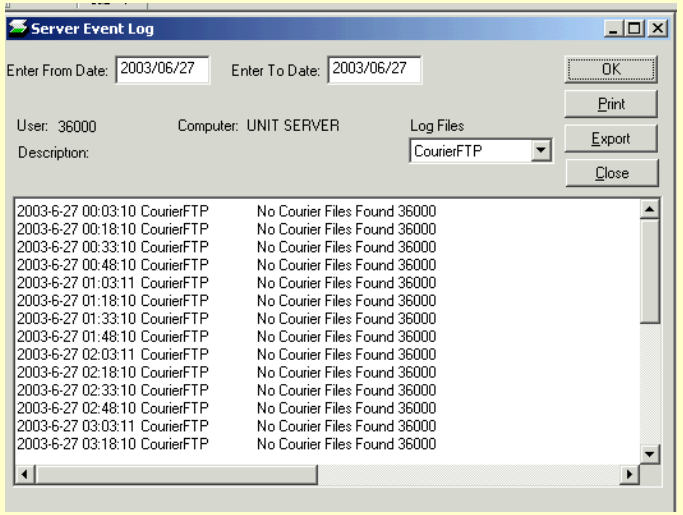
Log Files 101

Key Log Files:

Courier FTP - This log will show courier activity between the UD/MIPS Server an Collection Server.
DFR FTP – This log will show EDFR activity between the UD/MIPS Server and the Collection Server. Units can verify EDFR's were received
DFR – This log shows the EDFR being loaded to the UD/MIPS Server.


Server Event Log
Enter From Date: 2003/06/27
Enter To Date: 2003/06/27
OK
Print
Export
Close
User: 36000
Computer: UNIT SERVER
Log Files
CourierFTP
Description:
2003-6-27 00:03:10 CourierFTP No Courier Files Found 36000
2003-6-27 00:18:10 CourierFTP No Courier Files Found 36000
2003-6-27 00:33:10 CourierFTP No Courier Files Found 36000
2003-6-27 00:48:10 CourierFTP No Courier Files Found 36000
2003-6-27 01:03:11 CourierFTP No Courier Files Found 36000
2003-6-27 01:18:10 CourierFTP No Courier Files Found 36000
2003-6-27 01:33:10 CourierFTP No Courier Files Found 36000
2003-6-27 01:48:10 CourierFTP No Courier Files Found 36000
2003-6-27 02:03:11 CourierFTP No Courier Files Found 36000
2003-6-27 02:18:10 CourierFTP No Courier Files Found 36000
2003-6-27 02:33:10 CourierFTP No Courier Files Found 36000
2003-6-27 02:48:10 CourierFTP No Courier Files Found 36000
2003-6-27 03:03:11 CourierFTP No Courier Files Found 36000
2003-6-27 03:18:10 CourierFTP No Courier Files Found 36000

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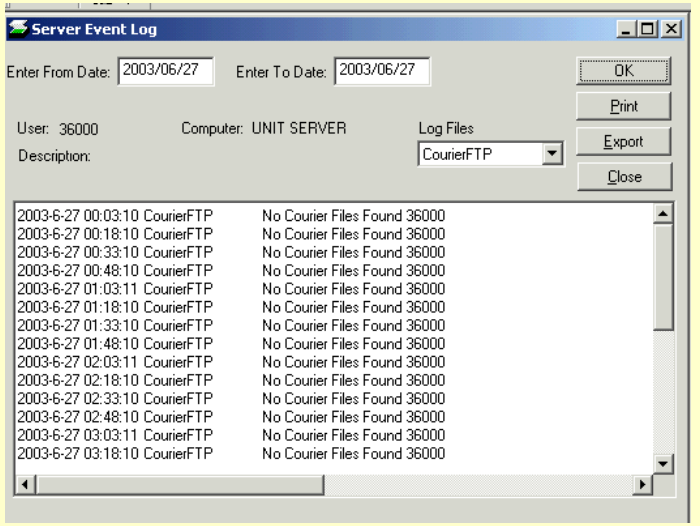
Log Files 101

Key Log Files:

TRECON FTP – This log shows TRECON's received by the UD/MIPS Server.
Tables TRECON – This log shows the reconciliation of the automatic Tables TRECON process.
CUDDB TRECON – This log shows the reconciliation of the Touched and Full TRECON.
ALL - This shows all activity between the UD/MIPS Server and the Collection Server.


Server Event Log
Enter From Date: 2003/06/27
Enter To Date: 2003/06/27
OK
Print
Export
Close
User: 36000
Computer: UNIT SERVER
Log Files
CourierFTP
Description:
2003-6-27 00:03:10 CourierFTP No Courier Files Found 36000
2003-6-27 00:18:10 CourierFTP No Courier Files Found 36000
2003-6-27 00:33:10 CourierFTP No Courier Files Found 36000
2003-6-27 00:48:10 CourierFTP No Courier Files Found 36000
2003-6-27 01:03:11 CourierFTP No Courier Files Found 36000
2003-6-27 01:18:10 CourierFTP No Courier Files Found 36000
2003-6-27 01:33:10 CourierFTP No Courier Files Found 36000
2003-6-27 01:48:10 CourierFTP No Courier Files Found 36000
2003-6-27 02:03:11 CourierFTP No Courier Files Found 36000
2003-6-27 02:18:10 CourierFTP No Courier Files Found 36000
2003-6-27 02:33:10 CourierFTP No Courier Files Found 36000
2003-6-27 02:48:10 CourierFTP No Courier Files Found 36000
2003-6-27 03:03:11 CourierFTP No Courier Files Found 36000
2003-6-27 03:18:10 CourierFTP No Courier Files Found 36000

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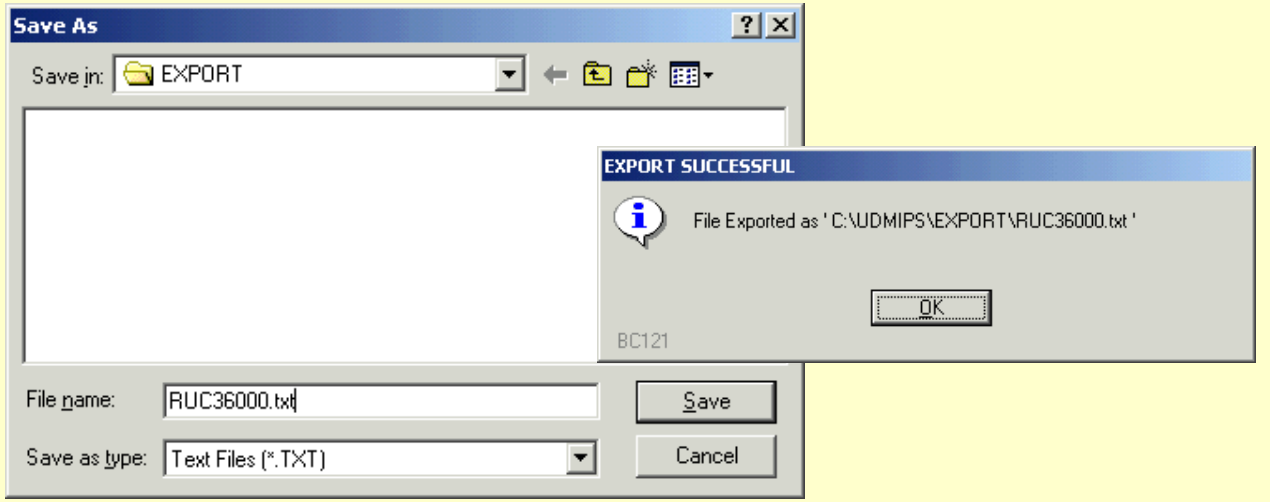
Log Files 101

From time to time it will necessary to export a Log to forward to MISSO/MISSA for review. To do this select the **ALL** Log File, **Export** Button. Name the file using the RUC (i.e **RUC36000.txt**), then **Save**. Click **OK** from the **Export Successful Window.**



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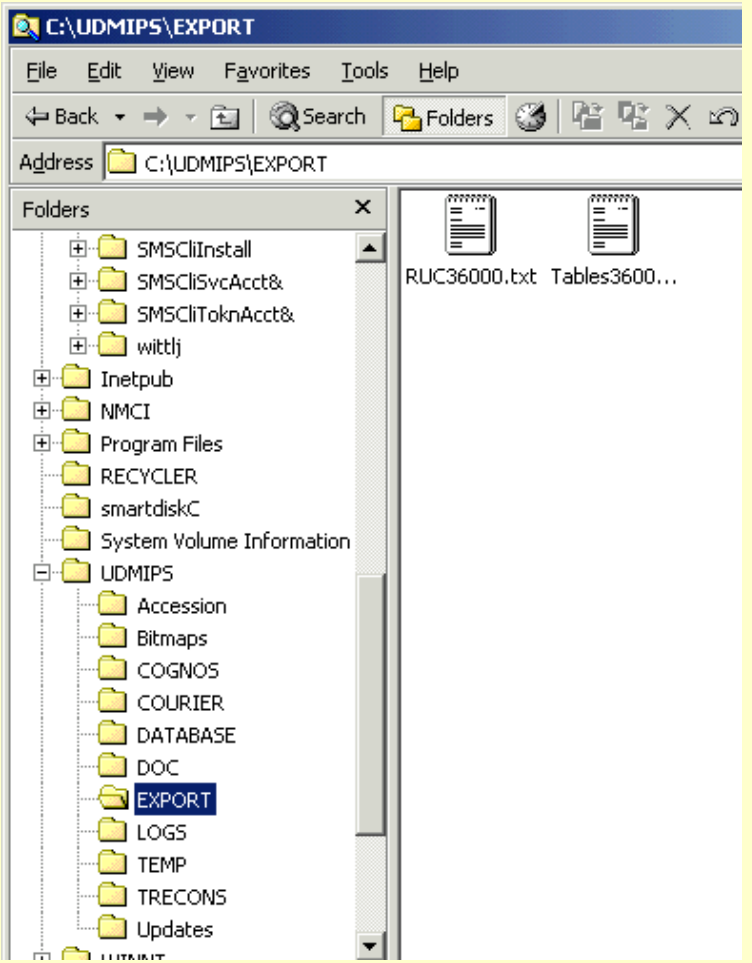
Retrieving the Exported File:



After the file has been successfully exported go to **Windows Explorer, C:\UDMIPS\Export,** and view the file. This is the file that will be e-mailed to the MISSO/MISSA.

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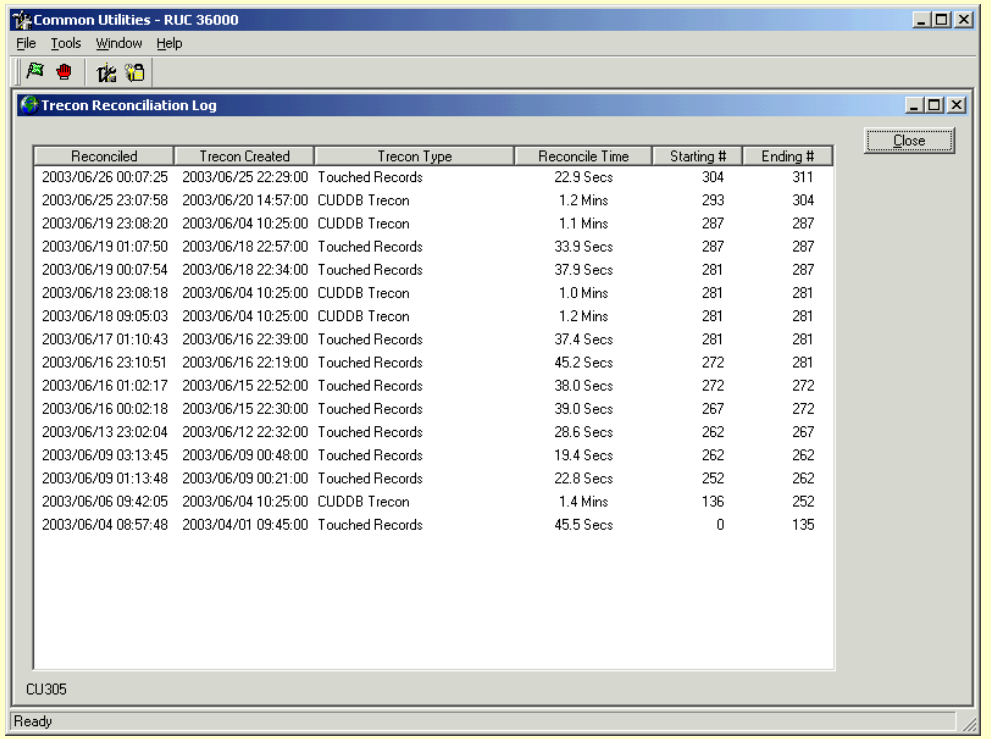
Another way of checking to ensure your Trecons are processing is to review the Reconciliation Log. From the **Common Utilities Module**, go **File**, **Reconciliation Log.**



Reconciled	Trecon Created	Trecon Type	Reconcile Time	Starting #	Ending #
2003/06/26 00:07:25	2003/06/25 22:29:00	Touched Records	22.9 Secs	304	311
2003/06/25 23:07:58	2003/06/20 14:57:00	CUDDB Trecon	1.2 Mins	293	304
2003/06/19 23:08:20	2003/06/04 10:25:00	CUDDB Trecon	1.1 Mins	287	287
2003/06/19 01:07:50	2003/06/18 22:57:00	Touched Records	33.9 Secs	287	287
2003/06/19 00:07:54	2003/06/18 22:34:00	Touched Records	37.9 Secs	281	287
2003/06/18 23:08:18	2003/06/04 10:25:00	CUDDB Trecon	1.0 Mins	281	281
2003/06/18 09:05:03	2003/06/04 10:25:00	CUDDB Trecon	1.2 Mins	281	281
2003/06/17 01:10:43	2003/06/16 22:39:00	Touched Records	37.4 Secs	281	281
2003/06/16 23:10:51	2003/06/16 22:19:00	Touched Records	45.2 Secs	272	281
2003/06/16 01:02:17	2003/06/15 22:52:00	Touched Records	38.0 Secs	272	272
2003/06/16 00:02:18	2003/06/15 22:30:00	Touched Records	39.0 Secs	267	272
2003/06/13 23:02:04	2003/06/12 22:32:00	Touched Records	28.6 Secs	262	267
2003/06/09 03:13:45	2003/06/09 00:48:00	Touched Records	19.4 Secs	262	262
2003/06/09 01:13:48	2003/06/09 00:21:00	Touched Records	22.8 Secs	252	262
2003/06/06 09:42:05	2003/06/04 10:25:00	CUDDB Trecon	1.4 Mins	136	252
2003/06/04 08:57:48	2003/04/01 09:45:00	Touched Records	45.5 Secs	0	135

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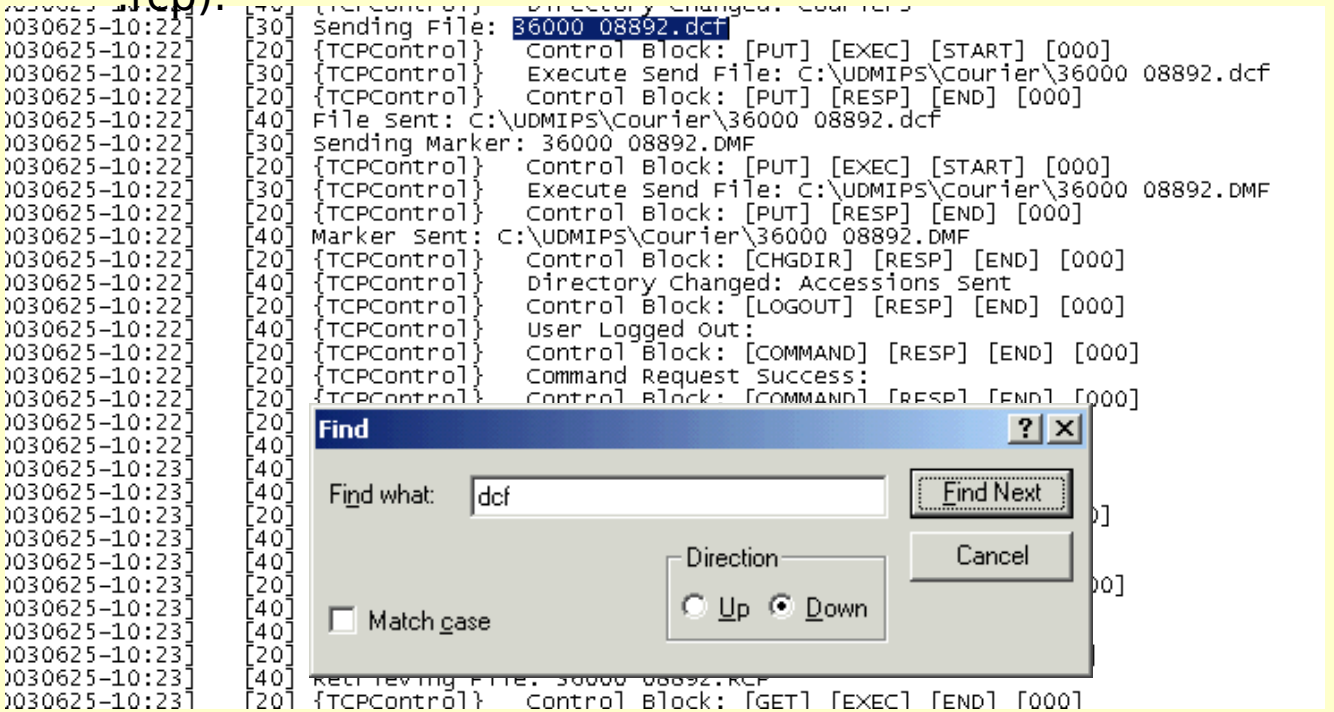
Reviewing the Log for Specific Information:

To scroll through the logs use the find command. Open the Log through **Window explorer**, **Tools**, **Find.** In the **Find What** put the string you want to find (i.e. RUC, .dcf, .dmf .rcp).


030625-10:22] [30] Sending File: 36000 08892.dcf
030625-10:22] [20] {TCPControl} Control Block: [PUT] [EXEC] [START] [000]
030625-10:22] [30] {TCPControl} Execute Send File: C:\UDMIPS\Courier\36000 08892.dcf
030625-10:22] [20] {TCPControl} Control Block: [PUT] [RESP] [END] [000]
030625-10:22] [40] File Sent: C:\UDMIPS\Courier\36000 08892.dcf
030625-10:22] [30] Sending Marker: 36000 08892.DMF
030625-10:22] [20] {TCPControl} Control Block: [PUT] [EXEC] [START] [000]
030625-10:22] [30] {TCPControl} Execute Send File: C:\UDMIPS\Courier\36000 08892.DMF
030625-10:22] [20] {TCPControl} Control Block: [PUT] [RESP] [END] [000]
030625-10:22] [40] Marker Sent: C:\UDMIPS\Courier\36000 08892.DMF
030625-10:22] [20] {TCPControl} Control Block: [CHGDIR] [RESP] [END] [000]
030625-10:22] [40] {TCPControl} Directory Changed: Accessions Sent
030625-10:22] [20] {TCPControl} Control Block: [LOGOUT] [RESP] [END] [000]
030625-10:22] [40] {TCPControl} User Logged Out:
030625-10:22] [20] {TCPControl} Control Block: [COMMAND] [RESP] [END] [000]
030625-10:22] [20] {TCPControl} Command Request Success:
Find
Find what:
dcf
Find Next
Cancel
Direction
Up
Down
Match case

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Log Files 101

The following is an example of the RUC Server correctly sending a file to the Collection Server. All three required files were sent - **.dcf, .dmf** and **.rcp.** Note: Network traffic along with other issues will have impact on how long it takes for the receipt file to be returned to the UD/MIPS Server.

```
)030625-10:22]   [30] Sending File: 36000 08892.dcf
)030625-10:22]   [20] {TCPControl}   Control Block: [PUT] [EXEC] [START] [000]
)030625-10:22]   [30] {TCPControl}   Execute Send File: C:\UDMIPS\Courier\36000 08892.dcf
)030625-10:22]   [20] {TCPControl}   Control Block: [PUT] [RESP] [END] [000]
)030625-10:22]   [40] File Sent: C:\UDMIPS\Courier\36000 08892.dcf
)030625-10:22]   [30] Sending Marker: 36000 08892.DMF
)030625-10:22]   [20] {TCPControl}   Control Block: [PUT] [EXEC] [START] [000]
)030625-10:22]   [30] {TCPControl}   Execute Send File: C:\UDMIPS\Courier\36000 08892.DMF
)030625-10:22]   [20] {TCPControl}   Control Block: [PUT] [RESP] [END] [000]
)030625-10:22]   [40] Marker Sent: C:\UDMIPS\Courier\36000 08892.DMF
)030625-10:22]   [20] {TCPControl}   Control Block: [CHGDIR] [RESP] [END] [000]
)030625-10:22]   [40] {TCPControl}   Directory Changed: Accessions Sent
)030625-10:22]   [20] {TCPControl}   Control Block: [LOGOUT] [RESP] [END] [000]
)030625-10:22]   [40] {TCPControl}   User Logged Out:
)030625-10:22]   [20] {TCPControl}   Control Block: [COMMAND] [RESP] [END] [000]
)030625-10:22]   [20] {TCPControl}   Command Request Success:
)030625-10:22]   [20] {TCPControl}   Control Block: [COMMAND] [RESP] [END] [000]
)030625-10:22]   [20] {TCPControl}   Command Request Success:
)030625-10:22]   [40] Sit back and relax for 15 Seconds
)030625-10:23]   [40] -=<Get all Receipts>=-
)030625-10:23]   [40] Login for 36000
)030625-10:23]   [20] {TCPControl}   Control Block: [LOGIN] [RESP] [END] [000]
)030625-10:23]   [40] {TCPControl}   User Logged In: 36000
)030625-10:23]   [40] Changing to Reciepts Directory
)030625-10:23]   [20] {TCPControl}   Control Block: [CHGDIR] [RESP] [END] [000]
)030625-10:23]   [40] {TCPControl}   Directory Changed: Courier Reciepts
)030625-10:23]   [40] Geting File List for 36000*.RCP
)030625-10:23]   [20] {TCPControl}   Control Block: [LIST] [RESP] [END] [000]
)030625-10:23]   [40] Retrieving File: 36000 08892.RCP
)030625-10:23]   [20] {TCPControl}   Control Block: [GET] [EXEC] [END] [000]
```

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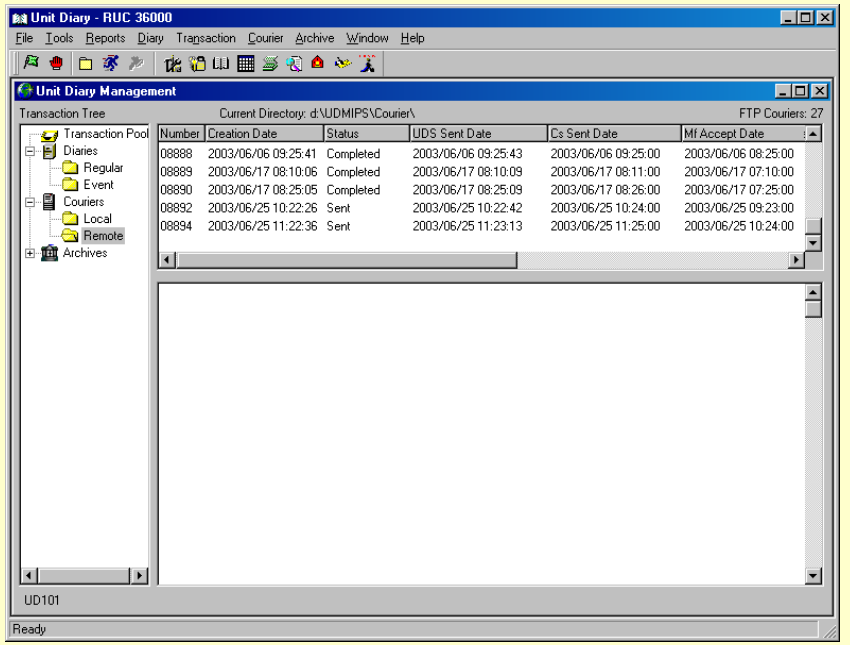
Date/Time Stamps:

Under the Unit Diary Management Window the date/time the courier was received by the Mainframe can be verified. Open up the **UD Module** under the **Transaction Tree** select **Couriers**, **Remote.**



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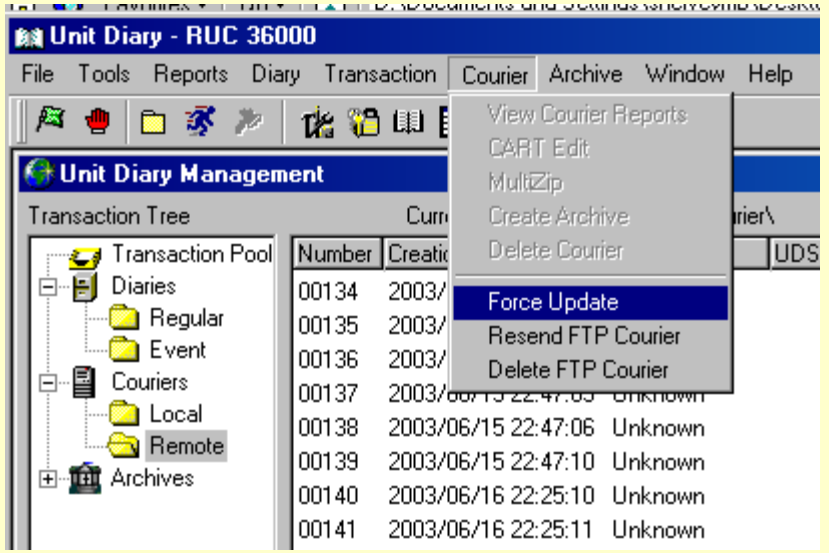
From the Remote Courier Tab you can also force the Update of Date Time Stamps, resend or delete couriers.



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Troubleshooting Guide

The following topics are covered under Troubleshooting

Before calling MISSO/MISSA
Security Certificate
Port 443
Computer Name
128 Bit Encryption
Unit Diary Size Limitation
Server not correctly Configured
G6 Involvement
ELSIG Privileges not Set
Request stays in pending status

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Troubleshooting Guide

Before calling MISSO/MISSA

The following step need to taken prior to calling your local MISS

Step 1 – Ensure the server is turned on and UD/MIPS is loaded.

Step 2 – Make sure the Server name has not changed from the original request. If it has changed then a new request will have to be submitted after the old request is deleted. Contact MISSO.

Step 3 – Check to make sure you can connect to the Collection Server Website –

https://udmips.kct.usmc.mil.

Verify the Browser is using 128 bit encryption.
If you cannot connect then try connecting from another computer.
If other computers can connect then reload the security certificate.
Ensure the certificate was loaded to the Trusted Root Certification

Authorities\Local Computer" on the Server
If a connection still cannot be established contact your local G-6 for

connectivity/firewall issues.
Verify with the G-6 that Port 443 is not restricted.
Verify what patch/updates have been applied recently. If patches/updates
have been applied then contact MISSO.

Step 4 – See other topics in this section.

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Security Certificates -- It has been identified that from time to time the security certificate that the Collection Server uses can expire, become overwritten with a bad data, or deleted by a number of different sources (ISC, G6, NOC or MITNOC, User). When this occurs the RUC Server will not be able to connect with the Collection Server. Therefore NO connection would be made to submit diaries, receive TRECONS or receive EDFR. All Collection Server Managers need to check their Security Certificates on a regular basis. If a problem is found then reload the certificate.

Port 443/Firewall issues -- This port must be open for units prior to requesting authorization to use the process. Alot of "Time Out" issues are associated with Firewall restrictions on Port 443. If you receive a valid Security Alert but Red X's on the certificate when viewing a firewall issue may exist. Contact your local G-6 to resolve before attempt to gain access.

Server Computer Name – Only one RUC can be authorized to use the Automated File Transfer and Reconciliation Process. Therefore, during the authorization process the computer name is capture and stored within a table inside UD/MIPS that the collection server validates. If the Collection Server does not recognize the computer name it will not allow a connection to be made. [illegible] the MISSO reject the unit and have them do a new request from the new computer.

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128 bit Encryption --The browser must be using 128 Bit Encryption to be able to connect to the Collection Server. Units can check there encryption by:

For Internet Explorer you can verify this by clicking on the *Help*, *About Internet Explorer* . Look under the Cipher Strength, this should read 128 Encryption. If the Server/Workstation does not then it must be updated to be able to make a connection. Don't assume that just because the browser is IE 5.5 that the workstation is using 128 bit. On Windows 2000 a patch is needed to upgrade the operating system to 128 bit. The browser and workstation need to be 128 bit. See note below from Microsoft.

From Microsoft's Website:

http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.asp

Note: Internet Explorer 5.5 includes 128-bit encryption. If you already have Internet Explorer 5.5 installed, you do not need to upgrade your browser with the Internet Explorer High Encryption Pack. If you are running Windows 2000, installing Internet Explorer 5.5 will not change the current level of encryption on your computer, you will need to install the Windows 2000 High Encryption Pack

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Unit Diary Size Limitation –Although there is a size limitation of 9,999 transaction that can be processed on the mainframe there is also a size limitation for MQ Series. Couriers should not exceed 4,000 when sending diaries through the collection server. Units that do large diaries should manually upload it through Host of Demand. In addition it should be manully deleted from the remote courier tab.

G-6 Involvement - The local G-6/NOC needs to be made aware that the CS utilizes Internet Port 443 to send and receive data. **Units that have established a good relationship with the G-6 seem to experience less or no problems with the CS.** Due to filters/restrictions that are put on Port 443 large couriers can time out and prevent other couriers from being sent (RUC Server Issue).

Server not correctly Configured -- Ensure that the C:\ drive is installed with only the operating system. Ensure UD/MIPS along with ORACLE are installed on a drive other than C:\. **DO NOT INSTALL ORACLE OR UD/MIPS ON THE C:\ DRIVE**. If this is not the current setup it is recommended that you fix the configuration prior to requesting access. UD/MIPS – DBUM – ORACLE are three separate applications that use a lot of the server resources. Therefore, Don't put any other application on th want problems.

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ELSIG Privileges Not Set– If you don't have the ability to remotely administer the process then the ELSIG privileges have not been set. In order for managers to remotely manage the Automated File Transfer and Reconciliation Process the ECO must assign the following ELSIG privileges to the User; **Turn On/Off Scheduled Events** and **Remote Exec of Scheduled Events**. If these privileges are not set then all managing must be done from the Server.

Request for Approval stays in a Pending Status -- You must check the status from the Server to see if the request has been approved. It will not update unless you physically log into the Server, **File, Preference, File Transfer Service Tab, Manage**. This is the only way to go from pending to approved.